GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:5148
ANSWERED ON:11.05.2007
ISSUE OF PASS BOOKS BY PRIVATE BANKS
Yerrannaidu Shri Kinjarapu

Will the Minister of FINANCE be pleased to state:

(a) whether it has come to the notice of the Government that some private sector banks do not provide pass books to their customers;

(b) if so, the details thereof; and

(c) the action taken or being taken by the Government against these banks ?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) to (c): On receiving some representations from some customers including senior citizens` associations regarding non-issuance of Pass Books by many banks to their savings bank account holders, Reserve Bank of India (RBI), vide its guidelines dated October 4, 2006, has advised all scheduled commercial banks (excluding Regional Rural Banks) to invariably offer pass book facility to all its savings bank account holders (individuals). In case the bank offers the facility of sending statement of account, and the customer chooses to get this statement, the bank must issue a monthly statement of account. The banks have also been advised that the cost of providing such pass book or statements should not be charged to the customer.In view of most banks moving to Core Banking platform wherein customers have the convenience of round- the-clock banking services through ATMs, phone banking, Net Banking, etc. Indian Banks` Association (IBA) requested RBI to review the aforesaid instructions. However, RBI has decided not to revise the instructions issued on October 4, 2006.In case any violation of extant guidelines is noticed, RBI takes appropriate regulatory action against the bank(s) concerned.